CONTRACT #5 RFS # 318.66-051

Department of Finance & Administration

Bureau of TennCare

VENDOR:
United HealthCare Plan of
the River Valley, Inc.





FISCAL REVIEW

STATE OF TENNESSEE BUREAU OF TENNCARE 310 Great Circle Road NASHVILLE, TENNESSEE 37243

November 29, 2006

Mr. Jim White, Director Fiscal Review Committee 8th Floor, Rachel Jackson Bldg. Nashville, TN 37243

Attention: Leni Chick:

RE: Bureau of TennCare Contracts Submitted for Fiscal Review

Dear Mr. White:

The Department of Finance and Administration, Bureau of TennCare, is submitting for consideration by the Fiscal Review Committee amendment #6 to the Electronic Data Systems Corporation and EDS Information Service, L.L.C., RFS 318.65-080. This competitively bid contract provides Development, Implementation and Replacement of the TennCare Management Information System (TCMIS). This amendment comprises two major components of service, the extension of the current contract Facility Management of the TCMIS and additional services outside the scope of the original contract. The extension of current Facility Management services comprises 40% of the total amendment expenditures. These services include all of the daily operational components required to provide Medicare/Medicaid and Fee for service health care to the 1.1 million Tennessee residents enrolled in TennCare. In order to maintain these services to TennCare enrollees during the development, procurement and implementation of the required replacement contract for our current facility manager (EDS), we requested the extension of the current contract services in order to prepare for this transition. The remaining 60% of the expenditures include two categories of additional components to the Facility Management contract. The first addresses the federally mandated requirement that all health care providers within the United States posses a unique National Provider Identification (NPI) number. The Code of Federal Regulations requires the implementation of NPI by May 27, 2007. This requires TennCare to modify all systems in order to identify all providers using the NPI. This modification to our systems is funded by 90% Federal Funds Participation. The second component of additional services identifies areas outside the scope of services specifically listed in the original contract. These ancillary components of the amendment indirectly address areas TennCare is responsible for adhering to judicial decrees, as well as improved operational efficiencies.

Additionally, TennCare is submitting for review amendment #1 to QSource Center for Healthcare Quality, RFS 318.65-205, the competitively bid contractor providing External Quality Review of TennCare Managed Care Organizations, Behavioral Health Organization and the Dental Benefits Manager. This amendment provides an additional component of comprehensive quality assurance and quality improvement including elderly and disabled Home and Community Based (HCBS) programs in Tennessee. The elderly and disabled waiver programs include the Statewide HCBS Waiver for the Elderly and Disabled as well as the Program of All-Inclusive Care for the Elderly (PACE) Program. TennCare's Long Term Care Program is mandated by the Centers of Medicaid and Medicare Services (CMS) to provide quality assurance and quality improvement programs. We feel it is in the best interest of the State to rely on an already established contractor to perform these critical oversight functions until a competitively awarded contractor can be identified solely for the elderly and disabled. Funding to support this one year amendment is \$179,820.00.

The following Managed Care Organizations (MCOs) are being amended to provide extension of term as well as funding to support this extension. Additionally, the amendment provides the following modifications to current MCO language: (1) Fraud and Abuse language clarification, incorporating CMS requirements as they relate to enrollee hospice care; (2) In response to request from Fiscal Review, incorporates revisions to requirements of current Conflict of Interest language; (3) clarification of Systems Requests including Disaster Recovery Plan; (4) Pursuant to the provisions of the federal "Pro-Children Act of 1994" and the Tennessee "Children's Act for Clean Indoor Air of 1995," includes language prohibiting the MCO or any provider from smoking tobacco products within any indoor premises in which services are provided pursuant to individuals under the age of eighteen (18) years; (5) Prohibition of Illegal Immigrants, per the requirements of Public Acts of 2006, Chapter Number 878, of the state of Tennessee, addressing the use of illegal immigrants in the performance of services to the state of Tennessee and (6) revised reimbursement requirements for non-participating emergency providers in accordance with the Deficit Reduction Act.

Volunteer State Health Plan, Inc.	RFS 318.66-026	FA-02-14632-16
(TennCare Select) Volunteer State Health Plan, Inc.	RFS 318.66-028	FA-02-14859-19
Memphis Managed Care Corp (TLC)	RFS 318.66-030	FA-02-14861-02
Unison Health Plan of TN, Inc.	RFS 318.66-017	FA-02-14858-12
Preferred Health Plan	RFS 318.66-032	FA-02-14863-11
John Deere	RFS 318.66-029	FA-02-14860-11
Windsor Health Plan of TN, Inc.	RFS 318.66-033	FA-02-14864-11
(term extension for 3 mos. only)		
UAHC Health Plan of TN, Inc.	RFS 318.66-027	FA-02-14862-12
(term extension for 6 mos. only)		

The following two new competitively awarded Middle Tennessee MCOs are being amended to include the following modifications: (1) Require submission of Fraud and Abuse Compliance Plan for review and approval; (2) Clarification of reimbursement requirements of Hospice benefit package; (3) additional reporting requirements to support utilization activities; (4) clean up language of Deficit Reduction Act (payment requirements for out-of-plan emergency services) to refer to rules for payment terms in accordance with DRA; (5) Clarification of TPL/Subrogation reporting; addition of PCP, MRI, CT, and PET reporting; (6) Strengthen/Broaden language to require notice of any legal action against MCC or parent company; (7) Clarify that State does not have liability for costs beyond administrative fee, including liquidated damages, penalties, etc. (8) added State's language as required by new legislation that prohibits illegal immigrants from performing services of state contracts, and (9) revisions made for consistency throughout the agreement.

United HealthCare Plan of the River	RFS 318.66-051	FA-07-16937-01
Valley, Inc.	4	
AMERIGROUP Tennessee, Inc.	RFS 318.66-052	FA - 07-16936-01

In addition to the amendments listed above, TennCare is also submitting for review the following Behavioral Health Organization (BHO) amendments that provides the following modifications to BHO language: (1) New reporting requirements for Institutions for Mental Disease (IMD); (2) Additional language reinforcing requirements for EPSDT outreach and responsibility of the BHOs for services delegated to their providers; (3) Add requirement of Fraud and Abuse Compliance Plan for review and approval; (4) Clean up Deficit Reduction Act language to refer to rules for payment terms in accordance with DRA; (5) Revise Conflict of Interest language to be consistent with Middle TN RFP Pro Forma in accordance with agreed upon language with Fiscal Review; (6) Clarification of TPL reporting and IS/Disaster recovery reporting; (7) strengthen language to require notice of any legal action against MCC or parent company; (8) added language mandated by new legislation prohibiting use of illegal immigrants for performance of state contracts; (9) clarify that state has no liability for costs beyond administrative fee,

Mr. Jim White Page 3

including liquidated damages, penalties, etc.; (10) general housekeeping revisions made for consistency throughout the agreement.

Premier Behavioral Health Systems	RFS 318.66-022	FA-01-14662-17
Of Tennessee, LLC Tennessee Behavioral Health, Inc. Tennessee Behavioral Health, Inc. (East Tennessee Region)	RFS 318.66-023 RFS 318.66-050	FA-01-14661-16 FA-05-16089-07

The Bureau of TennCare would greatly appreciate the consideration and approval of these amendments by the Fiscal Review Committee.

Sincerely,

Scott Pierce

Chief Financial Officer

Cc: Darin J. Gordon, Deputy Commissioner

Alma Chilton

REQUEST: NON-COMPETITIVE AMENDMENT

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FISCAL REVIEW

APPROVED	
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Commissioner of Finance & Administration	
COMMISSIONS OF FRIGHTS & FRANCISCO	
Data:	

	EACH RE	QUEST ITEM BELOW <u>MUST</u> BE DETAILED OR ADDRESSED <u>AS RI</u>	EQUIRED.				
1)	RFS#	318.66-051					
2)	State Agency Name :	Department of Finance and Administration, Bureau of TennCa	re				
H Y		EXISTING CONTRACT INFORMATION					
3)	Service Caption :	Provision of Physical and Behavioral Health Services to Tenno Tennessee Region	Care Enrollees in the Middle				
4)	United HealthCare Plan of the River Valley, Inc.						
5)	Contract #	FA-07-16937-00					
6)	Contract Start Date :		August 15, 2006				
7)	7) <u>Current</u> Contract End Date IF <u>all</u> Options to Extend the Contract are Exercised : June 30, 2010						
8)	8) Current Total Maximum Cost IF all Options to Extend the Contract are Exercised : \$874,354,462.00						
	PROPOSED AMENDMENT INFORMATON						
9)	9) <u>Proposed</u> Amendment:#						
10)	10) <u>Proposed</u> Amendment Effective Date : (attached explanation required if date is ≤ 60 days after F&A receipt) Uanuary 1, 2007						
11)	11) Proposed Contract End Date IF all Options to Extend the Contract are Exercised : June 30, 2010						
12)	12) Proposed Total Maximum Cost IF all Options to Extend the Contract are Exercised : \$874,354,462.00						
13)	Approval Criteria : X (select one)	use of Non-Competitive Negotiation is in the best interest	of the state				
	only one uniquely qualified service provider able to provide the service						
14)	Description of the Proposi	ed Amendment Effects & Any Additional Service :					
Thi	s amendment includes the fol	lowing modifications: (1) Require submission of Fraud and Abu	use Compliance Plan for review and				

approval; (2) Clarification of reimbursement requirements of Hospice benefit package; (3) additional reporting requirements to support utilization activities; (4) clean up language of Deficit Reduction Act (payment requirements for out-of-plan emergency services) to refer

to rules for payment terms in accordance with DRA; (5) Clarification of TPL/Subrogation reporting; addition of PCP, MRI, CT, and PET reporting; (6) Strengthen/Broaden language to require notice of any legal action against MCC or parent company; (7) Clarify that State does not have liability for costs beyond administrative fee, including liquidated damages, penalties, etc. (8) added State's language as

required by new legisl consistency throughor	lation that prohibits illegal immigrants from performing ser ut the agreement.	vices of state contracts, and (9) revisions made for				
15) Explanation of N	Need for the Proposed Amendment :					
The need for this ame	endment is to include and enforce language modifications	as detailed in item #14 above.				
	s of Contractor's Current Principal Owner(s) : roposed contractor is a state education institution)					
Richard L. Bartsh, M. President United Healthcare Pla 1300 River Drive Moline, IL 61265						
	of Office for Information Resources Endorsement : he subject service involves information technology)					
select one:	X Documentation Not Applicable to this Request	Documentation Attached to this Request				
	of Department of Personnel Endorsement : he subject service involves training for state employees)					
select one:	X Documentation Not Applicable to this Request	Documentation Attached to this Request				
	of State Architect Endorsement : he subject service involves construction or real property	related services)				
select one:	X Documentation Not Applicable to this Request	Documentation Attached to this Request				
20) Description of Procuring Agency Efforts to Identify Reasonable, Competitive, Procurement Alternatives :						
This contract was competitively awarded in August, 2006. This amendment includes language not originally included in the RFP and the resulting contract, therefore it is considered a non-competitive amendment.						
21) Justification for the Proposed Non-Competitive Amendment :						
compliance with Fisca	Care is currently modifying all of the MCO contracts to proper all Review as well as CMS. These MCO contracts provide Population and TennCare would greatly appreciate appro-	e necessary Health Care Services to the				
(must be signed & da	ICY HEAD SIGNATURE & DATE: ted by the <u>ACTUAL</u> procuring agency head as detailed o atory will be accepted only in documented exigent circun	n the Signature Certification on file with OCR— signature nstances)				
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Agency Head S	Signature	Date				

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FISCAL REVIEW

(General)AMENDMENT NUMBER 1

CONTRACTOR RISK AGREEMENT
BETWEEN
THE STATE OF TENNESSEE,
d.b.a. TENNCARE
AND
MIDDLE TN CONTRACTOR NAME,
d.b.a.

CONTRACT NUMBER: FA-

For and in consideration of the mutual promises herein contained and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree to clarify and/or amend the Contractor Risk Agreement (CRA) by and between the State of Tennessee TennCare Bureau, hereinafter referred to as TENNCARE, and Contractor Name, hereinafter referred to as the CONTRACTOR as specified below.

Titles and numbering of paragraphs used herein are for the purpose of facilitating use of reference only and shall not be construed to infer a contractual construction of language.

1. Section 2-13.2 shall be deleted and replaced in its entirety.

2.13.2 Hospice

Hospice services shall be provided and reimbursed in accordance with state and federal requirements, including but not limited to the following:

- 2.13.2.1 Rates shall be no less than the federally established Medicaid hospice rates (updated each FFY), adjusted by area wage adjustments for the categories described by CMS;
- 2.13.2.2 The rates described above shall be subject to the annual cap for Medicaid Hospice rates as provided annually by CMS; and
- 2.13.2.3 If a Medicaid hospice patient resides in a nursing facility (NF), the CONTRACTOR must pay an amount equal to at least 95 percent of the prevailing NF room and board rate to the hospice provider (not subject to the annual cap for Medicaid Hospice rates).
- 2. Section 2.6.1.3 shall be deleted and replaced in its entirety.
 - 2.6.1.3 Soft Limits/Service Thresholds for Certain Physical Health Services
 - 2.6.1.3.1 TENNCARE has established thresholds that apply to certain covered physical health services for non-institutionalized Medicaid adults. The CONTRACTOR shall track, in a manner prescribed by TENNCARE, and report on accumulated benefit information for each service that has a threshold. Depending on the service, once a member reaches a threshold, the CONTRACTOR shall evaluate and enroll the member in MCO case management or a disease management program as appropriate.
 - 2.6.1.3.2 The service thresholds and the CONTRACTOR's responsibility once a non-institutionalized adult has met the threshold are as follows:

Service Threshold for Non-CONTRACTOR

	Institutionalized Medicard Eligibles Age 21 and Older	Member Has Reached. Threshold
Inpatient Hospital Services	20 days per SFY	Enroll member in MCO case management or disease management program, whichever is more appropriate

- 3. Section 2.20.3.1 shall be amended by adding new text to the end of the existing text so that the amended Section 2.20.3.1 shall read as follows:
 - 2.20.3.1 The CONTRACTOR shall have a written fraud and abuse compliance plan. A paper and electronic copy of the plan shall be provided to the TennCare Program Integrity Unit within ninety (90) calendar days of Agreement execution and annually thereafter. TENNCARE shall provide notice of approval, denial, or modification to the CONTRACTOR within thirty (30) calendar days of receipt. The CONTRACTOR shall make any requested updates or modifications available for review to TENNCARE as requested by TENNCARE and/or the TennCare Program Integrity Unit within thirty (30) calendar days of a request.
- 4. Section 2.23.4.3.1 shall be amended by adding additional text to the end of the existing text so that the amended Section 2.23.4.3.1 shall read as follows:
 - 2.23.4.3.1 Within forty-eight (48) hours of the end of a payment cycle the CONTRACTOR shall generate encounter data files for that payment cycle from its claims management system(s) and/or other sources. If the CONTRACTOR has more than one (1) payment cycle within the same calendar week, the encounter data files may be merged and submitted within forty-eight (48) hours of the end of the last payment cycle during the calendar week.
- 5. Section 2.30.1.3 shall be amended by adding a due date for Semi-Annual Reports which shall read as follows:

Semi-Annual Reports	January 31 and July 31.

- Section 2.30.3 shall be deleted and labeled "LEFT BLANK INTENTIONALLY".
 - 2.30.3 LEFT BLANK INTENTIONALLY

- 7. Section 2.30.10 shall be amended by adding a new Section 2.30.10.2 and renumbering the existing sections accordingly.
 - 2.30.10.2 The CONTRACTOR shall submit a quarterly *PCP Visits Per Member Per Year Report* in the format prescribed by TENNCARE. The number of PCP visits per member during the reporting quarter shall be projected to reflect a twelve (12) month period.
- 8. Section 3.1.2 shall be amended by adding new text so that the amended Section 3.1.2 shall read as follows:
 - 3.1.2 The CONTRACTOR agrees that capitation payments, any payments related to processing claims for services incurred prior to the start date of operations pursuant to Section 3.7.1.2.1 and any incentive payments (if applicable) are payment in full for all services provided pursuant to this Agreement. TennCare shall not reimburse CONTRACTOR for any costs, liquidated damages and/or penalties incurred by the CONTRACTOR and which result from actions or inactions, including penalties associated with CONTRACTOR's failure to timely pay any and all expenses, fees, taxes and other regulatory/ministerial costs associated with the requirements of operating as an HMO in this state. The taxes, fees, expenses, and other regulatory/ministerial costs referenced herein shall include but not be limited to premium taxes associated with any and all obligations required by the Tennessee Health Maintenance Organization Act of 1986 codified at Tennessee Code Annotated § 56-32-201 et seq. or any subsequent amendments thereto and/or the Tennessee Prepaid Limited Health Services Act of 200 codified at Tennessee Code Annotated § 56-51-101 et seq. or any subsequent amendments thereto. TENNCARE shall not share with the CONTRACTOR any financial losses realized under this Agreement.
- 9. Section 4.14 shall be deleted and replaced in its entirety.

4.14 NOTIFICATION OF LEGAL ACTION AGAINST THE CONTRACTOR

The CONTRACTOR shall give TENNCARE and TDCI immediate notification in writing by certified mail of any administrative or legal action or complaint filed regarding any claim in law or equity made against the CONTRACTOR or an affiliate of the CONTRACTOR, including but not limited to a parent company; by a provider, enrollee, subcontractor or any other party, including but not limited to notice of any arbitration proceedings instituted between a provider and the CONTRACTOR. The CONTRACTOR shall ensure that all tasks related to the provider agreement are performed in accordance with the terms of this Agreement.

10. Section 4 shall be amended by adding a new Section 4.34 and renumbering the remaining items in Section 4 accordingly.

4.34 PROHIBITION OF ILLEGAL IMMIGRANTS

- 4.34.1 The requirements of Public Acts of 2006, Chapter Number 878, of the state of Tennessee, addressing the use of illegal immigrants in the performance of any contract to supply goods or services to the state of Tennessee, shall be a material provision of this Contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this Contract.
- 4.34.2 The Contractor hereby attests, certifies, warrants, and assures that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal

Amendment Number 1 (cont.)

- immigrant in the performance of this Contract. The Contractor shall reaffirm this attestation, in writing, by submitting to the State a completed and signed copy of the document as Attachment X, hereto, semi-annually during the period of this Contract. Such attestations shall be maintained by the contractor and made available to state officials upon request.
- 4.34.3 Prior to the use of any subcontractor in the performance of this Contract, and semi-annually thereafter, during the period of this Contract, the Contractor shall obtain and retain a current, written attestation that the subcontractor shall not knowingly utilize the services of an illegal immigrant to perform work relative to this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant to perform work relative to this Contract. Attestations obtained from such subcontractors shall be maintained by the contractor and made available to state officials upon request.
- 4.34.4. The Contractor shall maintain records for all personnel used in the performance of this Contract. Said records shall be subject to review and random inspection at any reasonable time upon reasonable notice by the State.
- 4.34.5. The Contractor understands and agrees that failure to comply with this section will be subject to the sanctions of Public Chapter 878 of 2006 for acts or omissions occurring after its effective date. This law requires the Commissioner of Finance and Administration to prohibit a contractor from contracting with, or submitting an offer, proposal, or bid to contract with the State of Tennessee to supply goods or services for a period of one year after a contractor is discovered to have knowingly used the services of illegal immigrants during the performance of this contract.
- 4.34.6. For purposes of this Contract, "illegal immigrant" shall be defined as any person who is not either a United States citizen, a Lawful Permanent Resident, or a person whose physical presence in the United States is authorized or allowed by the federal Department of Homeland Security and who, under federal immigration laws and/or regulations, is authorized to be employed in the U.S. or is otherwise authorized to provide services under the Contract.
- 11. Attachment XII, Exhibit J.3 shall be amended by adding MRI, CT Scan and PET Scan's per 1000 and shall be attached to the end of this Amendment.
- 12. The existing Attachment X shall be renumbered as Attachment XI and all references thereto shall be amended accordingly. A new Attachment X shall be added and shall read as follows:

ATTACHMENT X

ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE

SUBJECT CONTRACT NUMBER:				
CONTRACTOR LEGAL ENTITY NAME:				
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)		-		

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

SIGNATURE & DATE:

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind the Contractor.

ATTACHMENT IX, EXHIBIT J.3

[MCO NAME]
Physical Health Outpatient Report
Incurred Period: XX/XX/XXXX – XX/XX/XXXX
Paid Through XX/XX/XXXX

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Payment PMPM Visits per 1,000	

All of the provisions of the original Agreement not specifically deleted or modified herein shall remain in full force and effect. Unless a provision contained in this Amendment specifically indicates a different effective date, for purposes of the provisions contained herein, this Amendment shall become effective January 1, 2007 or as of the date it is approved by the U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services.

IN WITNESS WHEREOF, the parties have by their duly authorized representatives set their signatures.

STATE OF TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION	MCO NAME
BY: M. D. Goetz, Jr. Commissioner	BY: Name Title
DATE:	DATE:
APPROVED BY:	APPROVED BY:
STATE OF TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION	STATE OF TENNESSEE COMPTROLLER OF THE TREASURY
BY: M. D. Goetz, Jr. Commissioner	BY: John G. Morgan Comptroller
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